**FAQs about iPod Touch and iPad**

**(with special thanks to Assistive Ware)**

# Can I use a stylus with the iPad, iPhone, and iPod touch?

You need a special stylus for the iPad, iPhone, and iPod touch because the touch screen works with electrical conductivity. One stylus we know works well is the Pogo Stylus. You can find out more about it here: <http://www.tenonedesign.com/stylus.php>

**How can I restrict student access to some apps?**

1. One way to eliminate easy access is to set up restrictions for utilities such as the app store, iTunes, internet access, camera, etc. To do this, select “Settings” and then “General.”

At the top, select “Enable Restrictions.” You will be asked to select a 4 digit passcode. \*\* When the OCPS ATteam pre-sets this for you, we use 3504 (the last 4 numbers of our office phone number). Enter it again when prompted when you are first setting it up. Keep a record of this number somewhere!!! Toggle **off** all the places you do not want to allow the student to access.

\*\*this restriction passcode is different from a *passcode lock* you may have set in the settings menu to access the device itself.

1. Another way to hinder access is to place apps you don’t want students to access in folders and move the folder to a screen that the student doesn’t usually see.
2. Additionally, you might want to use a specially designed case (ex. iAdapter) or button cover to obstruct access to the home button. This means you will have to turn the device on and off with the power button on top, and leave the device set up in a single application (which we often recommend for some of our communication device users)
3. For iPad 2 and greater, iOS 6 or greater has a feature that locks the user into one app and allows you to set what features are available. Access this by going to Settings>General>Accessibility>Guided Access > toggle ON>Set passcode. To start Guided Access, triple-click the Home button in the app you want to use. Caution: Guided Access will stop working and need to be reset if the battery charge gets too low.

# How can I prevent apps from being deleted?

By default, it is very easy to delete third party apps on the iPad, iPhone, and iPod touch. You can delete an app by holding down on its icon until it begins to wiggle, tapping the "X" that appears above it, and tapping "Delete" in the dialog box that appears.

It is possible to prevent the deletion of apps. To activate this feature, go to the Settings app on your device's home screen, tap "General", scroll down, tap "Restrictions", tap "Enable Restrictions", create a four digit passcode and enter it again when prompted, and then toggle "Deleting Apps" to OFF.

We strongly recommend that you turn off the ability to delete apps to protect your purchases.

**My speaker doesn’t work even though the volume is on. How can I fix that?**

Under the Settings app select “General” and under the category “Use side switch to:” make sure that “lock rotation” is checked and “mute” is NOT.

# How can I redownload an app for free?

You can redownload any app for free using the same iTunes account that you used to purchase it. Just make sure you are using the same iTunes account that you used to purchase it. To see if you are using the same iTunes account that was used to download the app, open iTunes, and then on top menu, go to "Store > Sign In..." and enter your account info. Then, go to "Store > View My Account (your email address).... ", enter your account info again, click "Purchase History", and see if the app is listed.

**How can I organize my apps so they are easier to find?**

By using folders you can categorize your apps on your desktop. To make a folder, touch an app until it starts to wiggle. Drag it over another app that you want to group it with and let go. Change the name at the top by touching the word in the top descriptor bar and a keyboard will appear. It is easier and faster to perform this operation when your iDevice is attached to the computer. The screens of the device show up in a panel on the right of the computer screen and you can move the icons around those screens by clicking to select them and dragging them to a new screen or folder.

**How can I save pictures to my iPod Touch and iPad?**

1. Open “camera” on your iTouch or iPad2. Select the camera or video icon on the slider on the bottom right. If you are taking stills, a camera appears on the bottom center and you can select it when you see the picture you want on the screen. If you selected video a red dot appears in the bottom center and when you press it, it starts to blink to indicate that it is recording. When you are done, your movies and photos can be found in Photos.
2. If you have an original iPad, use a camera connection kit to load your photos through the memory card.
3. Use the AirDrop to add photos from one iDevice to another (on iOS 7 only). Otherwise, share using the Bump app.

**How do I take a screenshot?**

To take a picture of your screen, press the home and power buttons at the same time. You will hear the camera click sound indicating that a picture has been taken. The screenshot will be saved in the Photos app. You can then email the photo or plug the iDevice into the computer to move the photos to your desktop computer.

**How do I close an app?**

When you use the home button to close an app, you are really only minimizing it. To close an app, double click the home button to open the taskbar. Swipe up to close each open app. Press the home button when finished.

**Can apps be used on multiple devices?**

For personal use, apps can be installed on all the devices an end user owns. On the App Store in iTunes, apps will be tied to the iTunes account you make the purchase from. If you own multiple devices, for example, an iPad, iPhone and iPod touch, you can sync all the devices to a computer with the app and use it on your iPad, iPhone and iPod touch.

For professional and academic use, if there are devices used by multiple users, you need to buy one license of an app per device. If a single user uses one or more devices, you need to buy one license per user.

Note that as you can only sync a device to one computer, apps will get removed from the device if you subsequently sync the device to a different computer. To put them back, you would need to sync again to the original computer from which you made the purchase.

**How can I unlock the device when it is password protected and I don’t have access to the original computer on which it was synched?**

Sometimes a passcode has been set and it is either unknown or forgotten. If possible synch it to the originating computer to backup and restore. If however you have a situation where the original computer is not available for synching and the passcode has been inaccurately entered too many times you might get a message something like “iPod is locked you may try again in 23,345,678 minutes.” In this case plug the device into a computer and open iTunes. Simultaneously depress and hold the home and the power buttons for 10 seconds, release the power button only and continue to hold down the home button for another 5 seconds. You should get a message on the computer screen. You will probably lose all your information but at least you can **restore it to factory settings and make the device useable again.**

**Where do I go to fix a broken screen?**

The Apple Store does not do repairs. We take our devices with broken screens to UBREAKIFIX.

**Another question?** Google it!